

Working in Partnership to Improve
Public Safety Technology

Annual Review 2022

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Foreword

British APCO continues to grow as a community, one which has extensive knowledge in Public Safety, IT and Communications technology as a result of our members' use and delivery of real-life public safety solutions. It is important to remember that we are an independent, user led, association working to improve Public Safety IT and Communications for everybody's benefit. Further, British APCO is a registered charity and in the coming months we will be ensuring that we better define and deliver on our principal charitable objective, the advancement of health and the saving of lives by improving the knowledge and use of public safety technology and critical communications.

It is over 2 years since last we published an Annual Review. The world and our sector especially have been focussed on one challenge over any other, COVID-19. This has required different ways of thinking, has driven innovative solutions that span public safety, as well as highlighting fundamental issues as to how we address the well-being of staff across all our organisations. Whilst the public safety sector looks to keep our communities safe, there is also need to look inwards and make sure the public safety community is properly cared for.

It was in March this year that I took on the role of Chief Operating Officer for the association; it would be remiss not to look back to November 2020 and the

untimely loss of our Chief Executive, Ian Thompson. Ian was the driving force behind bringing British APCO to where it is today; with the support of the Board, my day-to-day work has been building on much that Ian started with the objective of keeping British APCO at the forefront of all things to do with Public Safety IT & Communications across the British Isles.

It is more important than ever for us to ensure that British APCO is doing what you want us to do and that we are supporting you, no matter your role or your type of membership. This annual review helps us to review and share what we have done – but to also indicate our plans for the year ahead to signpost where you can get involved and help influence our work. I genuinely believe that we can all be proud of what we have achieved – and plan to achieve – as an association, your association. It goes without saying that we will continue to need your help to ensure we are doing all that is needed for the association and the sector.

It has been a great twelve months for British APCO. This review will help demonstrate how your association is truly going from strength to strength, continuing to grow, to develop, to influence and to deliver. In the past we have set ourselves some challenging goals and we will continue to do so; we do not want to just keep doing what we have always done – we want to stretch ourselves for the benefit of you, our members, and our community. We are also very much aware of our need to appropriately discharge our responsibilities as a charity.

As you read this annual review, if you think of something else we could do, or anything we could do better, get in touch. If you know somebody who needs a copy, let us know and we'll be happy to help or to replace yours.

As a member of British APCO you are part of a growing, worldwide community whose voice and actions matter – thank you for everything you do.



Duncan Swan
Chief Operating Officer
January 2023

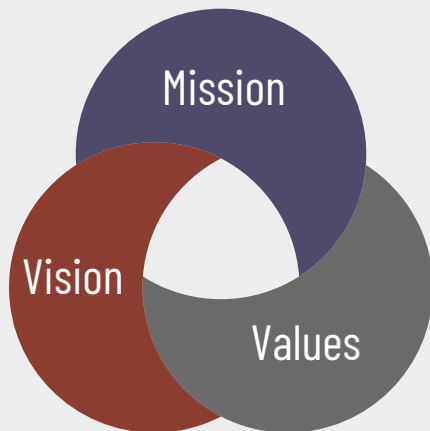
A handwritten signature in black ink, appearing to read 'Duncan Swan'. The signature is stylized with a large, sweeping 'D' and a long, horizontal stroke at the end.

Our mission

Together, we educate, advocate, and innovate to improve public safety.

Our vision

Connecting the emergency services, commercial organisations, and academia, using information technology to achieve an emergency response for the public that is world leading.



Our values

As a charity we actively support and encourage a culture of innovation, where people can be creative and explore new opportunities for the public safety profession and British APCO members.

We foster a communicative, inclusive, trust-based environment where individuals' skills, expertise and ideas are respected and genuinely received.

Integrity is critical: Members and partners trust us because we are credible and accountable for our decisions and actions.

Collaboration is central to our success, and we welcome constructive cooperation between British APCO and its partners and amongst the British APCO membership.

We launched



Ian Thompson **Bursary**

Our year in review: highlights

We strengthened

our **governance** by appointing two Trustees to the Board

We strengthened

our mutual relationship with key **international partners**

We continue

to be a **respected voice** in the public safety community with BAPCO Journal - now available as a high-quality digital edition

We continue

to support **CC:IPS**, the Collaborative Coalition for International Public Safety, with regular meetings, events, and hosting the CC:IPS web pages

We successfully

delivered our **Conference & Exhibition** not once but twice

We delivered



another successful **Satellite Series** event in Newcastle in November

We won

Best Large Scale Event for our annual events at the Conference & Events Awards

We provide

free **membership** and event attendance to public sector members and realise value and impact for all of our members

We improved



the entitlements for our **corporate members** for the benefit of all

We continue

to grow our technical support for initiatives including **MAIT**, **eCALL**, **Echo**, and **999 Applications**

What we delivered

We launched the Ian Thompson Bursary

Ian Thompson was a great advocate for education and developing new talent to the public safety industry. During Ian's tenure as Chief Executive, it was often discussed how we should support the development of these individuals while at the same time promoting British APCO and furthering its charitable objectives. The Ian Thompson Bursary will fund the cost of travel, accommodation, and ancillary costs, to attend one of our partners' conferences. The recipient(s) will be expected to use the opportunity to focus on an aspect of their employment/studies that will be seen as innovative to the critical communications industry. Nominees for the Bursary will either be in their first two years of employment in a public safety role or an apprentice in a public safety supplier; or studying towards achieving a position in the critical communications industry in the future.

We have strengthened our governance through appointing two Trustees to the Board

We have joined the National Council for Voluntary Organisations (NCVO) and as part of a Governance review identified the need to invite several additional Trustees to the Board. We were delighted when Becca Jones (Home Office) and Darryl Keen (ex-Chief Fire Officer, Herts) accepted our invitation to become Trustees of the charity. According to the Charities Act 2011, Trustees are 'the persons having the general control and management of the administration of a charity'. As we ensure that we have an effective trustee board we will draw on the range of skills, knowledge, experiences, and attributes of our Trustees – and seek to increase numbers should more diverse input prove useful.

Our voice in the public safety community continues to be well respected and supported

British APCO has secured a long-term arrangement with Mark Allen Exhibitions that ensures the BAPCO Journal will continue as a respected voice across the public safety community. This is important for us as an association – keeping the BAPCO Journal as a leading industry publication is high on our agenda. And we are launching the option for members to receive the BAPCO Journal digitally as we head into 2023 which we believe will widen circulation and give those who contribute to each edition even wider exposure across our public safety community.



We successfully delivered our Conference & Exhibition not once but twice

The annual BAPCO Conference and Exhibition took place in October 2021 and then again in March 2022 at the Coventry Building Society Arena in Coventry. Both events attracted over 1,850 visitors across the course of two days, alongside many of the world's biggest public safety technology companies located on the exhibition floor. The October event provided a release for everyone following the many COVID-19 related lockdowns and restrictions; and in March we utilised additional space at the venue to provide opportunity for more exhibitors to take part. The events demonstrated our value to the sector not only in terms of the number of delegates but as in pre-COVID years through a high-quality conference programme which brings into focus all the major issues currently facing our public safety communications professionals.

Our annual event won Bronze in the Best Large Scale Event category at the Conference & Events Awards

The hard work and success of everybody involved in putting on the BAPCO Conference & Exhibition was recognised in the wider world of Conference & Events when the event was placed as bronze winner in the Best Large Scale Event category of the Conference & Events Awards 2022. It is testament to our innovation in partnership with Mark Allen Exhibitions that the event was acknowledged by peers in the Conference & Events sector as an example of a high-quality experience.

British APCO is free to join for public sector members and our events free to attend

We continue to ensure that the Association is free to join for anyone working in the public sector – and there is a nominal membership fee for those working in the commercial sector. And all of our events are free to attend for members. These remain key tenets for British APCO to ensure we remain accessible to all who work in this critical sector.



We improved the entitlements for our Corporate Members

British APCO is keen to ensure that our corporate members get the benefits they deserve from their support for the association – and this is to the benefit of all in helping to maintain the BAPCO Journal and free membership for public sector members. We have looked carefully at how we can improve the entitlements we offer corporate members; increasing member numbers will give mutually broader reach; more opportunity to use our webpages to showcase their products and services; and a healthy selection of use cases and tech interest pieces will ensure our social media output provides our members value.



We have strengthened our mutual relationship with key international partners

For many years now, British APCO has lauded our partnerships with like-minded associations; we have sought to strengthen our mutual relationships through Memorandum of Understandings with key international partners and are excited that we now have reciprocal relationships with NENA (North American Emergency Number Association); Centre for Disaster Management and Public Safety (CDMPS) at the University of Melbourne; APCO International; TCCA – The Critical Communications Association; and EENA – European Emergency Number Association.



Our support for CC:IPS, the Collaborative Coalition for International Public Safety continues

The nature of public safety communications continually evolves and in the face of increasingly fragile socio-economic and political environments, public safety communications professionals must be pragmatic in ensuring they continue to enhance technologies, improve safety, and ultimately save lives. That is a reality which transcends geopolitics and so in November 2019 with partners in Europe (EENA),

Canada (APCO Canada) and the USA (NENA), we established the Collaborative Coalition of International Public Safety (CC:IPS) as a vehicle for sharing knowledge, good practice and resources across our professional communities, and to encourage the pursuance of interoperability cross the global industry. The value of the collaboration has subsequently been recognised by colleagues in Australia and New Zealand and we welcomed their National Emergency Communications Working Group to the network in March 2020. Throughout, regular meetings have been held between the partners, and experiences shared at various events. British APCO hosts the CC:IPS webpages and helps to oversee the collaborative's social media presence – providing an invaluable repository of international experience.

We delivered another successful Satellite Series event in Newcastle in November

In November 2022 we hosted a successful Satellite Series event at St James' Park in Newcastle. This 2-day event was last held back in 2019 and we sought to continue from where we left off on our return.

Feedback was positive and it felt like this is an increasingly popular event with both delegates and our commercial members. Attendee numbers were down at around 250 – given transport disruption and the need for a change of dates this was inevitable – but we believe we delivered our initial objective to provide a broad programme of ideas and opportunity for knowledge exchange.

We continued to realise value and impact for our membership

Whilst we have been bringing the association back to where we were pre-COVID days, we have continued to build on sustaining recent initiatives and sought to enhance the membership proposition. We continue to deliver business-as-usual for our members by leading on delivery of our portfolio of projects, including management of the 999 Apps Accreditation Scheme and support for the continued deployment of MAIT which now has multiple suppliers to choose from. In addition, we continued to provide our suite of member resources, all designed to support members in succeeding as public safety communications professionals, including our regular newsletters, our repository of sector white papers, social media support for corporate members and public safety organisations, and of course, our quarterly BAPCO Journal.

Our technical support is growing for initiatives including MAIT, eCALL, Echo, and 999 Applications

British APCO is an active participant in the government led 999 Liaison Committee supporting the growing number of potential pathways available to the public to make emergency calls. As more and more vehicles are fitted with eCall, the numbers of emergency calls originating via eCall grows; we continue to provide advice and guidance to manufacturers and the emergency services alike. MAIT (Multi-Agency Incident Transfer) continues to garner interest and there are now two suppliers who offer the MAIT schema as part of their mission critical solutions, with both available on the government digital marketplace. We anticipate wider take up of MAIT in the coming 12 months. It is also gratifying to see Echo (Electronic Call Handling Operations) start to become more widely adopted by Police Forces in the UK – a service that is underpinned by MAIT. And finally, British APCO remains the body who accredit applications that seek to connect individuals with the emergency service 999 number – manually or automatically – ensuring appropriate safeguards are in place to ensure an application is robust and unlikely to create unnecessary false calls.



Our year in numbers

1,650

Members

1,850

Delegates**BAPCO2022**

8

Sponsors

71

Exhibitors

4

BAPCO Journals

37

Corporate Members

6

MoU's signed with international
partners

£1000's

Raised by members for our
charity partner



Our plan for the next 12 months

We will deliver against five core strategic objectives for the Association:

- 1 Be the Association of choice for Public Safety Professionals
- 2 Creating a Vibrant Community
- 3 Advocating with an Authentic Voice
- 4 Influencing Public Safety Standards
- 5 Keeping British APCO Fit for Purpose

How we engage members and what we deliver in support of our members will focus on improving public safety through communications and technology. We will continue to:

- Review our governance and strengthen our board to ensure we have the right skills, expertise, and diverse thinking for both today and tomorrow.
- Seek council from our Advisory Group ensuring they help shape our agenda, bring fresh thinking and we deliver for our members.
- Cultivate connections that have true relevance for members and the Association, maintaining our programme of activity that supports member engagement and learning opportunities.
- Maintain a “free” association for those working for public safety agencies – with free access to our events/networking for all members.
- Champion and influence standards to ensure alignment for public safety operations, compatibility across the industry for the benefit of all, and a clear basis upon which to carry out accreditation.
- Put tech speak into plain, language that helps explain what tech means operationally through whitepapers, the Journal and case studies. And perform horizon scanning to better inform members of issues that lie ahead including:
 - Next Generation 999 emergency calls - build on our roundtable in February 2023, help users and providers understand the art of the possible, and explain where opportunities exist to improve receipt of and response to emergency calls.
 - PSTN Switch off: ensure the transition to a digital telephony infrastructure and the sunseting of 2G/3G services will not disadvantage anyone who needs to make an emergency call.
 - “Control” room tech refresh: fully digital environments that are data enabled, capable of being an information hub, with an eye on future mission critical fixed and mobile platforms such as the Emergency Services Network.

Within this context, we aim to deliver business-as-usual whilst also embracing the opportunity to innovate. Our additional goals for the next year include:

Development of a new **events programme**, providing members with regular and flexible access to thought leadership, technical training, and professional networking.

Delivery of inaugural **Ian Thompson Bursary** in March 2023, recognising those new into public safety with a bursary to help focus on an aspect of their employment/studies that that will be seen as innovative to the critical communications industry.

Commissioning more **online resources**, providing a repository of best practice guidance, and additional white papers on salient topics pertaining to public safety communications and technology.

Focusing on addressing achieving a diverse Association that understands its **social responsibilities** and can achieve sustainable development.

Thank you

We continue to build and maintain relationships with organisations that support our mission to improve public safety through technology and endorse our ambitions for supporting continued professional excellence in public safety communication and technology. During the year we have forged new relationships and nurtured existing partnerships with the following organisations, without whom our membership offerings would be noticeably diminished.

PLATINUM MEMBERS

SAMSUNG
FREQUENTIS



telent
talent with technology

taik
communications

cradlepoint
PART OF **ERICSSON**

GOLD MEMBERS

mason advisory **excelerate**

FourNet **SIERRA WIRELESS**

multitone **Hytera**

AIRBUS
sepura
a Hytera company



WESTBASE.io

SILVER MEMBERS

MARK43 **HEXAGON**

JUMA **Audax** **simoco**
communications BODY WORN VIDEO MADE IN BRITAIN wireless solutions

ACTICA **Centerprise**
consulting INTERNATIONAL

PANORAMA **ANTENNAS**

SAAB



KONGSBERG

RAPIDSOS **Handsfree Group**

Red Box

mlttelecom
Your Partner behind the Network

BRONZE MEMBERS

lampada
DIGITAL SOLUTIONS

iLockerz

IoTAS
Wireless Testing Group

Controlled Events

black marble

In addition, we want to acknowledge the energy and enthusiasm of our volunteers, particularly our Board of Directors and Advisory Group, who dedicate much of their time, skills, and expertise in supporting delivery of the Association's mission, vision, and strategic objectives.

Board of Directors



Andy Rooke
Vice President



John Anthony
President



Chris Lucas
Vice President



Darryl Keen
Trustee



Becca Jones
Trustee

Advisory Group



Darrell Shaw
telent
Technology



Ellie Rice
DASA



Emily Benwell
Independent
Consultant



Fergs Mayne
Motorola
Solutions



Ian Taylor
Fire and Rescue
Service



Jason Somerville
South Central
Ambulance
Service



Matt Leat
HM Coastguard



Richard Russell
Tait
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Public Safety Technology

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